

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of : Beckwith et al.  
Serial No. : 10/016,529  
Filed : December 10, 2001  
Title : GLOBAL SERVICE MANAGEMENT SYSTEM FOR AN  
ADVANCED INTELLIGENT NETWORK  
Examiner : Lan Dai T. Troung  
Group Art Unit : 2152  
Confirmation No. : 1269

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**

Sir:

In response to the Office Action dated March 19, 2008, Applicants submit the following:

**Amendment to the claims** are noted in a replacement listing of the claims beginning on page 2 of this paper.

**Remarks** begin on page 6 of this paper.